



We are pleased to present you with
the 2003 Annual Report of the
Washington State Patrol.

2003 was a stellar year for the State Patrol. Every bureau, every job category, and each employee contributed greatly to providing outstanding public safety services. In 2003, we were recognized internationally as the best law enforcement agency of our size by being awarded the winner of the Chief's Challenge and Clayton J. Hall Memorial Award by the International Association of Chiefs of Police. This is the highest honor an agency can receive. I am so proud of this accomplishment.

I invite you to read of our achievements in 2003. Please contact me at questions@wsp.wa.gov if I can answer any questions.

Chief Lowell M. Porter

FIELD OPERATIONS BUREAU

The **Field Operations Bureau (FOB)** is primarily responsible for traffic law enforcement, collision investigation, and motorist assists on 17,524 miles of state and interstate highways. The bureau is comprised of eight districts, the Special Operations Division, Aviation Section, Executive Protection Unit, Canine Unit, Explosives Unit, Honor Guard, and Vessel and Terminal Security. There are a total of 684 traffic officers assigned to FOB.

In 2003, the Field Operations Bureau reports:

- FOB continued to focus on providing education and enforcement of the core mission of **DUI, seat belts, aggressive driving, and dangerous speeding**. Statewide, DUI arrests were up 21% (22,578 total), speed citations were up 8% (261,004 total), seat belt citations were up 24% (81,379 total), and aggressive driving citations were up 54% (53,642 total). These outputs are significantly and positively correlated to improved



Deputy Chief
Glenn M. Cramer



Making a Difference Every Day

- safety on all of Washington State's highways, where injury collisions were reduced by 8% and total fatal collisions were reduced by 11%.
- Along the side of the road, troopers assisted the motoring public over 11,000 times per month, or 380 times per day, 24 hours a day, seven days a week. When a citizen's car had a flat tire, broke down, ran out of gas, or when people were lost or had other roadside emergencies, troopers were there to help nearly 140,000 times in 2003.
- Total traffic stops were 1,505,682. Using professional discretion and with the understanding that education plays a key role in traffic safety, uniformed troopers gave out citations in approximately 31% of their traffic stops.
- In addition, in 2003, Aviation Section pilots detected over 17,000 speeding vehicles, including over 1,100 aggressive drivers. Felony and misdemeanor warrant arrests by uniformed troopers were up 4%, for a total of 11,353, or 1.3 arrests per hour every day. Felony and misdemeanor drug arrests were up 14%, for a total of 9,810, or better translated to 1.1 arrests per hour each day.
- Citizen complaints are down 11% and total complaints are down 7%, which further indicates that in these fiscally difficult times, we are doing more with less and following the guidelines.

WASHINGTON MOTORING ENVIRONMENT			
Motoring Environment	2003	2002	
Registered Vehicles	6.3 million	6.1 million	*
Licensed Drivers	4.3 million	4.3 million	*
Miles Traveled (in billions)	****	54,780	**
Statewide Population	6,000,000	6,000,000	***
Fatality Rate	****	1.21	

* Source: Washington State Dept. of Licensing

*** Source: Washington State Office of Financial Management

** Source: Washington State Dept. of Transportation

**** Data not available until June 2004

INJURY AND FATALITY COLLISIONS STATE ROUTE AND INTERSTATE			
Injury Collisions	2003	2002	% Change
State Route	5,272	5,716	-8.0%
Interstate	3,899	4,200	-7.0%
Fatality Collisions	2003	2002	% Change
State Route	175	203	-14.0%
Interstate	67	59	+8.0%



Making a Difference Every Day

WSP MAJOR ARREST CATEGORIES

Arrest Category	2003	2002	% Change
DUI	22,578	18,513	+21.9
Hit-and-Run	711	708	+.42
Reckless Driving	1,643	1,670	-1.6
Negligent Driving	5,011	4,722	+6.1
Felony Eluding	318	266	+19.5
Failure to Yield Right-of-Way	2,506	2,487	+.76
Child Restraint	3,650	4,154	-12.1
Driving With License Suspended	25,589	23,130	+10.6
Seat Belt Violations	81,379	65,603	+24.0
Speed	25,001	24,542	+1.8
Speed – Aircraft	11,261	9,832	+14.5
Speed – Radar	225,135	207,395	+8.5
Speed – Too Fast for Conditions	10,682	9,764	+9.4
Hazardous Materials	102	95	+7.3
Motor Vehicle Theft	158	187	-15.5
Misdemeanor Warrants	8,847	8,532	+3.6
Felony Warrants	2,539	2,336	+8.6
Drugs	9,889	8,564	+15.4
Uninsured Motorists	32,370	34,404	-5.9

AGGRESSIVE DRIVING APPREHENSION TEAM

Category	2003	2002	% Change
DUI	893	306	+191.8
Reckless Driving	197	126	+56.3
Negligent Driving	760	533	+42.6
Driving While License Suspended	808	490	+64.9
Speed	17,819	8,761	+103.4
Seat Belt	4,647	2,864	+62.3
High Occupancy Lane Violations	335	209	+60.3
Following Too Close	2,994	1,563	+91.6
Lane Travel	4,552	1,602	+184.1
Improper Passing	543	582	-6.7



Making a Difference Every Day

MANAGEMENT SERVICES BUREAU

The **Management Services Bureau (MSB)** is responsible for management of all agency financial activities; preparation, justification, and allotment of the department's operating and capital budgets; fiscal notes on proposed legislation; human resource services to Washington State Patrol employees, the agency, and the public; comprehensive facilities management; performance of agency studies, research, revisions to manuals, performance measures, and regulation development; purchasing and management of supplies; and management of the fleet of Washington State Patrol pursuit and other vehicles.



**Director Diane C. Perry,
CPA**

The Management Services Bureau reports:

- Created the 2003-2009 Strategic Plan, including a new mission statement and six new goals.
- Received the Governor's award for Quality and Performance for the \$11 Million Land Swap.
- Hosted the Commission on Accreditation for Law Enforcement Agencies (CALEA) team for standards reaccreditation.
- Increased our recruitment of women and minorities.
- Closed out the 2001-2003 biennial budget with positive balances in all funds.
- Reduced the agency's outstanding receivables, missing Time and Activity Reports, and early cashed checks.
- Led the acquisition and distribution of a new firearm for all commissioned staff.
- Created WSP's Sustainability Plan.
- Increased the percentage of hands-off (electronic) payments from 84% to 98%.
- Led an internal Priorities of Government process for implementation of an efficiency reduction.



Making a Difference Every Day

HUMAN RESOURCE DIVISION		
Trooper Cadet Applicants	2003	2002
Male	908	858
Female	128	111
Caucasian	866	811
Minorities	170	158
<i>Hire Percentage Rate</i>	2003	2002
Male	4.6%	08.2%
Female	7.0%	13.5%
Caucasian	5.4%	08.6%
Minorities	2.4%	09.5%



Making a Difference Every Day

TECHNICAL SERVICES BUREAU



**Deputy Chief
Paul S. Beckley**

The **Technical Services Bureau (TSB)** provides many diverse services to the entire department, other law enforcement and government agencies, and members of the general public. The services include information technology, employee training and development, electronic and microwave system services, emergency communications, and criminal history.

The Technical Services Bureau reports:

- Implemented a new \$1.85 million Computer Aided Dispatch (CAD) system statewide.
 - The most successful, high-dollar value WSP computer project in recent memory.
 - Completed 11 weeks of intense training for all communications officers.
 - Completed “Go Live,” achieving a full production status in all eight communications centers in less than two weeks compared to the 18 months with the previous CAD.
- Established new operational procedures to include calling all stops, organ/tissue donor notification, emergency buttons, Amber Alert, LoJack, headquarters and command notifications, etc. Each procedure required research and coordination many times with internal and external stakeholders.
- Answered 820,000 911 calls, for an increase of about 1% this year compared to last year.
- Handled over 1,800,000 incoming/outgoing administrative calls with no decrease from the previous year.
- **Backlog Elimination Project**

The Backlog Elimination Project was successfully completed. This 2½ year, \$2.46 million project included 24 project employees in addition to permanent staff. Over 700,000 backlogged documents (fingerprint cards and disposition reports) were processed in addition to regular workloads. Cycle time was reduced in some instances from over 4 years on dispositions, to less than 30 days on all documents.

As a result of this project, up-to-date, accurate criminal history record information is provided to the entire state criminal justice community for investigations, officer safety issues, firearm licensing/purchasing decisions, and criminal sentencing. This information



Making a Difference Every Day

is also provided to hundreds of public and private entities such as schools, hospitals, nursing homes, and volunteer organizations for employment and licensing decisions. Accurate and up-to-date criminal history information helps provide a safer community for Washington's citizens.

● **Sex/Kidnapping Offender Registry (SOR) Address Comparison**

The WSP entered into an agreement with the Washington Department of Printing to use a United States Postal Service database to validate addresses contained in the SOR. These quarterly address comparisons have identified hundreds of incorrect addresses provided at the time offenders registered. This new partnership between the WSP, Printing, and the local sheriff's offices will help improve offender accountability and public safety.

● **Live-Scan Fingerprint Submissions**

Fifteen new local live-scan fingerprinting devices were installed and connected to the state Automated Fingerprint Identification System (AFIS) to implement real-time offender identification and improve the timeliness and completeness of criminal history records. The Identification Section's workflow and procedures changed drastically to accommodate live-scan transactions. Staff was able to keep up with electronic submissions and still maintain 30-day cycle times on manual submissions. This occurred while receiving 12% increased fingerprint submissions from the previous year.

CRIMINAL RECORDS DIVISION			
Criminal History Statistics	2003	2002	% Change
Public Inquiries	107,063	107,857	-.74
Child/Vulnerable Adult Inquiries	17,981	41,788	-57.0
Fingerprint Cards Received	355,915	314,947	+13.0
Fingerprint Card Upgrades	196,472	254,123	-23.7
New Fingerprint Records Added	56,672	95,345	-40.5
Online Checks through WATCH	793,613	734,295	+8.0
Active Online Users of WATCH	12,907	10,315	+25.1
Processed Records Requests (<i>in dollars</i>)	\$5,190,863	\$5,034,408	+3.1
Disposition (All Types)	221,348	267,354	-17.2



Making a Difference Every Day

INVESTIGATIVE SERVICES BUREAU

The **Investigative Services Bureau (ISB)** consists of five divisions that provide various public services, including the investigation of computer crimes, missing children, narcotics, dismantling of clandestine labs, and the gathering of criminal intelligence; public records and records retention; inspection of commercial vehicles and school buses; and fatality and criminal investigations.

The Investigative Services Bureau reports:

- Criminal Investigative Division (CID) detectives completed 1,002 cases in 2003, a 33% increase over 2002, yet our prosecution acceptance rate (one measure of quality) was a very high 84%.
- CID cases were completed in an average of 28 calendar days during 2003, 23% faster than in 2002.
- Auto theft detectives recovered 430 stolen vehicles in 2003, a 46% increase over 2002. They also arrested 132 auto thieves, a 312% increase over 2002.
- In partnership with the Social Security Administration, our new Cooperative Disabilities Investigation Unit (established in January 2003) finished fifth in the country among the 18 units nationwide in identified savings from fraudulent claims, and first among the four units established in 2003.
- With great partnerships with the trucking industry, through education and enforcement, commercial-vehicle-involved fatalities dropped 14% in 2003! Of the 43 commercial-vehicle-involved fatalities, 31 of those fatal collisions (or 72%) were caused by the passenger vehicle. In 2002, 76% of the fatalities commercial vehicles were involved in were caused by the passenger vehicle.
- In response to this trend, the Commercial Vehicle Division has developed an innovative program called "Step Up and Ride," where troopers partner with the trucking industry to periodically ride along in commercial vehicles. The trooper identifies erratically driven vehicles to other troopers in marked units who make contact with those drivers. Due to the continued successes and increased work efforts by the division's personnel, grant money was secured to procure an unmarked vehicle for each of the eight districts. These vehicles will be used to target aggressive passenger cars interfering with commercial vehicle traffic as well as in commercial motor vehicle enforcement.



**Deputy Chief
Steven T. Jewell**



Making a Difference Every Day

2003 Commercial Vehicle Division Core Mission stats:

- Speed enforcement – up 79%
 - Following too closely enforcement – up 102%
 - Left lane violation enforcement – up 99%
 - Seat belt enforcement – up 7%
 - Aggressive driving enforcement – up 474%
 - Commercial Vehicle Safety Alliance (CVSA) Inspections – up 18%
-
- 6,449,696 commercial vehicles went through the seven CVISN/WIM sites throughout the state—12% of those vehicles had transponders and were able to bypass the scale 85% of the time, thus increasing freight mobility and ensuring safety while protecting the infrastructure.
 - In 2003, the Dedicated School Bus Inspector's Program received the Governor's Award for Public Benefit. To ensure the safety of school children, the WSP established two-person inspection teams to conduct annual inspections on the 9,037 school buses and 1,400 support vehicles throughout the state. Partnering with the Office of Superintendent of Public Instruction, the WSP trained 30 Washington State school bus driver trainers at the State Patrol academy. Drivers spent one day in the classroom and two days of hands-on training on the WSP academy drive course.
 - Investigative Assistance Division narcotics detectives and sergeants worked extremely hard in 2003 to address mid- to upper-level drug traffickers in Washington. Arrests of these drug traffickers by WSP detectives has seen a 64% increase over 2002, making Washington a safer place for our citizens.
 - The Washington Joint Analytical Center was created in 2003 to provide and promote information sharing between state and local law enforcement and federal enforcement agencies to combat terrorism. This new unit, which is located at the FBI's headquarters in Seattle, is co-supervised by an IAD detective sergeant.
 - The Missing and Exploited Children's Task Force experienced an increase of 19% in the number of cases in 2003. Correspondingly, they were able to increase the number of children recovered by 47%. On average, there are 1,700 missing children in Washington each month.
 - The Computer Crimes Unit provides computer forensic services for law enforcement across Washington. These cases frequently involved child pornography or narcotics trafficking. Detectives had a 7% increase in the amount of digital media requiring examination in 2003.
 - The Special Weapons and Tactics (SWAT) Team provides a highly trained tactical team to respond to high-risk situations, including barricaded suspects, hostage situations, and methamphetamine laboratories. The team experienced a 24% increase in requests for tactical responses by law enforcement agencies across Washington in 2003
-



Making a Difference Every Day

- 7% decline in cycle/response time for public disclosure requests, even with a 26% increase in requests.
- Worked with the Department of Social and Health Services and the Debt Registry to return money to children whose parents owe back child support.

COMMERCIAL VEHICLE SERVICES			
Service Statistics	2003	2002	% Change
Trucks Weighed/Trucks *(weighted by WIM 4,837,666)	2,084,807	1,975,055	+5.6
School Bus Inspections	11,284	11,296	-0.1
Private School Bus Inspections	10	21	-52.4
Commercial Vehicle Safety Alliance Inspections	138,296	115,884	+19.3
Truck Inspections – Vehicles Out of Service	16,538	16,175	+2.2
Truck Inspections – Drivers Out of Service	6,814	5,334	+27.7

Weigh in Motion weighed 4,837,666; actual scale weighing 2,084,807 — Total weighed 6,922,473.

SPECIAL WEAPONS AND TACTICS TEAM (SWAT)			
Response Description	2003	2002	% Change
Methamphetamine Labs	162	226	-28.3
Tactical Responses	60	40	+50.0
Turndowns	36	23	+56.5
Total Calls for Service	350	356	-1.7



Making a Difference Every Day

OFFICE OF PROFESSIONAL STANDARDS

Investigations	2003	2002	% Change
Complaints	273 ¹	252 ²	+8.3
Pursuits	395 ³	334 ⁴	+18.3
Use of Force	285 ⁵	225 ⁶	+26.7
WSP Vehicle Collisions/Incidents	268 ⁷	309 ⁸	-13.3
Loss/Damage Equipment	61 ⁹	50 ¹⁰	+22.0

CRIMINAL INVESTIGATION DIVISION

Investigations	2003	2002	% Change
Total Cases Opened	1,040	807	+28.9
Total Physical Arrests	184	86	+114.0
Felony Vehicular Homicide Investigations	45	63	-28.6
Felony Vehicular Assault Investigations	112	119	-5.9
Crime Scene Response Assists/Other Agencies	28	41	-31.7
Vehicles Stolen in Washington State	40,748	39,370	+3.5
Auto Theft Cases Completed	398	225	+76.9
Stolen Vehicles Recovered	430	294	+46.3
Auto Theft Arrests	132	32	+312.5
Vehicle Identification Number (VIN) Inspections	45,770	46,690	+2.0
Fuel Tax Evasion Collections (<i>in dollars</i>)	\$275,062	\$1,373,201	-80.0
Fuel Tax Evasion Assessments (<i>in dollars</i>)	\$238,819	\$1,031,329	-76.8

* Data not available

¹ 147 proven (54%);

² 136 proven (54%);

³ 3 unauthorized (1.3%);

⁴ 5 unauthorized (1.5%);

⁵ 1 unauthorized (0.3%) (handcuffing);

⁶ 1 unauthorized (.4%) (accidental discharge);

⁷ 104 chargeable (39%);

⁸ 113 chargeable (37%);

⁹ 47 chargeable (77%);

¹⁰ 30 chargeable (60%)

NOTE: Numbers reported may vary from previous annual reports due to additional investigations being completed after publishing.



Making a Difference Every Day

INVESTIGATIVE ASSISTANCE DIVISION			
Investigative Statistics	2003	2002	% Change
Computer Crimes – Total	135	182	-25.8
—Child Pornography	49	55	-10.9
Missing and Exploited Children – Total	62	57	+8.7
—Child Pornography	24	28	-14.2
Total Cases	197	239	-17.5
—Child Pornography	73	83	-12.0
Missing Children Clearinghouse/Missing and Exploited Children Task Force – Total Recovered or Located	136	160	-15.0



Making a Difference Every Day

FORENSIC LABORATORY SERVICES BUREAU

The **Forensic Laboratory Services Bureau (FLSB)** provides a wide range of forensic science expertise to city, county, and state law enforcement officers, assisting agencies at crime scenes, preparing evidence for trials, and providing expert testimony. The bureau coordinates the efforts of the State's Breath Alcohol Test Program, Drug Evaluation and Classification (DEC) Program, six Crime Laboratories, the Latent Print Laboratory, and the State Toxicology Laboratory.

The Forensic Laboratory Services Bureau reports:

- In 2003, there were 46,064 total breath alcohol concentration tests (BAC) administered in the state of Washington, which is an increase of 1,188 tests over the year 2002. The WSP administered 20,925 tests and had an increase of 3,012 tests over 2002. State Patrol troopers are administering 50.5% of all BAC tests in Washington.
- The development of technology allowing forensic scientists to analyze a person's DNA, the unique genetic code that gives each person their individuality, has had a profound impact on criminal justice. The analysis of minute amounts of highly specific DNA from the physical evidence generated during the commission of a crime has given investigators powerful new weapons in the war on crime. One of those weapons is the CODIS system. CODIS is the Combined DNA Index System, which is a computerized database containing unique genetic profiles from persons convicted of felony crimes. CODIS also contains profiles from evidence in unsolved cases. Using CODIS, forensic scientists can compare thousands of known criminals to the DNA evidence they find. In many cases, CODIS is the only hope investigators have of ever solving the case.

Initially, the felon side of CODIS contained profiles from persons convicted of certain violent felony crimes. Later, changes in state law expanded the database to include persons convicted of any felony crime and certain gross misdemeanors. The expansion was a great way to enhance public safety, but it created a large number of felon samples waiting to be analyzed, a backlog which began growing at a rate of 2,000 samples per month. At the beginning of 2003, there were 15,544 felon samples in the backlog, and by the end of the year, the backlog had risen to 39,638. The backlogged felon samples needed to be analyzed and entered into CODIS in order to meet the public safety goal of the new legislation. The Crime Laboratory Division (CLD) worked closely with the National Institute of Justice (NIJ) and, as a result, secured \$1,862,000 in federal grant funding. The funding enables the Crime Lab to send felon samples to a private NIJ contract



Dr. Barry K. Logan



Making a Difference Every Day

laboratory for the DNA analysis needed to generate profiles for the database. After the profiles are generated, they are returned to the CLD, where scientists carefully review the data and enter it into CODIS. With the private laboratory doing the felon analysis, the CLD scientists are free to work on unsolved cases and generate profiles from evidence that will also be entered into CODIS.

- The Toxicology Laboratory received and tested 7.5% more cases in 2003 than in 2002 (this on top of a 10% increase from 2001 to 2002) and has continued to meet the median turn-around-time goal of 10 calendar days for casework. During this same time, the Toxicology Lab testified in almost 350 cases throughout the state of Washington.

BREATH TESTS & DRUG EVALUATIONS (DRUG EVALUATION AND CLASSIFICATION)			
WSP Tests/Evaluations	2003	2002	% Change
Total Number of Breath Tests*	20,925	18,007	+16.2
Average Breath Alcohol	0.131	0.13	N/A
Percentage of Collisions	9.8%	11.3%	-13.3
Percentage of Refusals	14.9%	15%	-0.06
Drug Evaluations Conducted on Drivers	1,500	1,048	+43.1
Total Certified Drug Recognition Experts	144	141	+2.1
<i>Drug Recognition Experts</i>	2003	2002	% Change
WSP	84	82	+2.4
Non-WSP	60	59	+1.7

**Statistics do not include cases where a serious collision occurred, the driver went to the hospital, and blood was drawn (about 5% more).*



Making a Difference Every Day

FIRE PROTECTION BUREAU



**State Fire Marshal
Mary L. Corso**

The **Office of the State Fire Marshal, Fire Protection Bureau (FPB)** provides services to fire districts, government agencies, members of the media, and the general public. These services include fire investigations; fire incident reporting and data collection; fire code review and adoption; construction plan review for fire sprinkler and alarm systems; and fire inspections of high risk occupancies housing elderly and vulnerable populations. In addition, the bureau regulates the fireworks and sprinkler industry through a licensing program. The State Fire Training Academy provides training to the state's fire departments and districts. The Fire Protection Bureau also provides coordination of Washington State fire service resources for mobilization during natural or human-caused disasters. Terrorism and hazardous materials training, fire and life safety prevention education, and public information services are also responsibilities of the Fire Protection Bureau.

The Fire Protection Bureau reports:

- Inspected over 1,000 care facilities.
 - Housing 50,000 clients.
 - Comprising 20 million square feet.
 - Found over 1,800 violations.
- Successful in reducing the number of days which facilities are out of compliance from 120 (in January 2003) to 90 days (December 2003).
- Partnered with 20 other governmental agencies in reviewing and inspecting technical construction documents and facilities.
- Conducted in-depth fire investigations to determine where and how a fire started 39 times—resulting in arrests and evaluation of several pieces of equipment for product recall and safety, preventing future fire occurrences.
- Fire Safety Reference Materials were developed for multi-family housing owners and managers to enable them to comply with recent changes in state law. These materials were made available on the agency Web page and were forwarded electronically to multi-



Making a Difference Every Day

family housing associations. The materials have been used by over 420 multi-family housing owners and enabled them to comply with the new law.

- Total classes conducted at the Fire Academy for 2003: 295 classes—5,308 students. Fire departments and districts from 29 of Washington's 39 counties train at the Fire Academy.

- **Camp Blaze**

A fire camp for young women was hosted by the Fire Academy for one week. This camp is for young women who are interested in learning about the fire service and who want to challenge themselves in a physical, team-based environment. It is organized and conducted by women firefighters and opens its doors nationally for young women. States that were represented were Hawaii, Arizona, California, Michigan, Missouri, Mississippi, Idaho, Florida, Alaska, Ohio, Washington, and Alberta, Canada.

- Provided Hazardous Materials Incident Response training and Terrorism Preparedness training to nearly 3,000 First Responders. This was an increase of 50% from the previous year.

Training offered in 2003:

- Hazardous Materials Awareness
- Hazardous Materials Operations
- Train-the-Trainer Certification in Awareness/Operations
- On-Scene Incident Command
- Chemistry of Hazardous Materials
- Hazardous Materials Technician
- Three Hazardous Materials Incident Response Conferences/Workshops
- Air Monitoring and Detection
- Emergency Response to Terrorism: Basic Concepts

FIRE PROTECTION BUREAU			
Activity	2003	2002	% Change
Hazardous Materials and Terrorism Training	3,178	1,845	+72.2
Annual Initial and Follow-Up Inspections Conducted	2,135	1,932	+10.5
Nursing Home Facilities Inspected	356	292	+21.9
Boarding Home Facilities Inspected	856	599	+42.9
Group Home Facilities Inspected	70	30	+133.3



Making a Difference Every Day

FIRE PROTECTION BUREAU			
Activity	2003	2002	% Change
Child Care Centers Inspected	374	375	-0.3
Boarding Home Fire Sprinkler Retrofits¹¹	3	24	-87.5
School Plan Review Projects¹²	50	11	+ 354.5
Plan Reviews – Ongoing Projects¹³	9	18	-50.0
Plan Reviews – Completed Projects¹⁴	4	7	-42.8
Fire Sprinkler Contractor Licenses	284	266	+6.7
Fire Sprinkler Certificate of Competency Holders	491	447	+9.8
Fireworks Licenses	1,144	1,084	+5.5
Fire Investigations	39	23	+69.5
Career Firefighter Training	1,771	1,549	+14.3
Volunteer Firefighter Training	2,317	2,228	+3.9
Private Industry Firefighter Training	860	981	-12.3
Airport Firefighter Training	295	299	-1.3
Fire Departments Reporting Incident Data (NFIRS 5.0)	331	247	+34.0

¹¹ Made possible by a \$2 million state grant.

¹² Encompasses building construction and all aspects of fire and life safety.

¹³ The Fire and Life Safety Plan Review Program was implemented in 2002.

¹⁴ Same as Footnote 12.



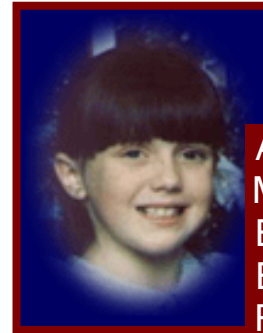
Making a Difference Every Day

OFFICE OF THE CHIEF

The Office of the Chief reports:



- Government and Media Relations continued to lead the development and implementation of the statewide Amber Alert Plan.
- The Chief conducted 12 statewide public forums around the state that were well-received.



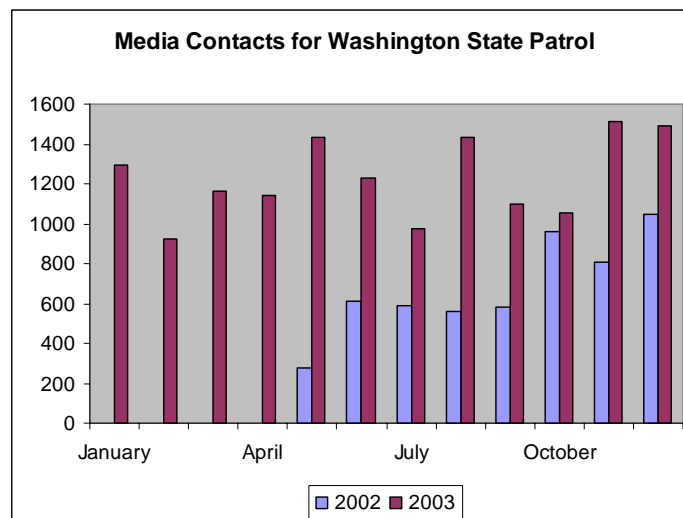
**America's
Missing
Broadcast
Emergency
Response**



- Hosted "legislators and legislative staff day" at the State Patrol academy in Shelton.
- Hosted three media days at WSP district offices around the state, giving members of the media an inside look at their local district headquarters.



The WSP was seen on television, heard on the radio, or written up in a newspaper article over 14,000 times in 2003!



Data from Jan.-Apr. 2002 not available.



Making a Difference Every Day

The Washington State Patrol regularly receives letters from the public thanking our agency and our individuals for their efforts and professionalism in their day-to-day activities.

It is letters like these that show us how much of a difference we make in someone's life when we come in contact with them. If—through our combined efforts at increased public information, education, and enforcement—we can save one additional life, we have done our jobs.

"I would like to take time to thank Trooper Howson for assisting me when I ran out of fuel this afternoon. It was rainy and he took time to transport me to get gas and made sure that I was able to get on my way. I appreciate the time that he took. He made a potentially dreadful situation very bearable. Once again, thank you!"

"On March 9, 2003, I was inspected by an Officer Scarpelli (badge #X835) at the east Spokane Port of Entry. I just wanted to take a moment and write what an upstanding officer he is. Even though I was placed out of service, I was still treated with respect and he was more than helpful."

"Thank you so much for helping me yesterday. The guy that was doing a little road rage had me upset, but your caring nature calmed me. Most people do not realize how important you are. The people in the office are just as vital as the officers."

"I am writing to you today to both commend and compliment you on a division of your department. The Missing Children Department and Sue Wagner were instrumental in the recovery of our granddaughter last month."

"...Your SWAT team was of great assistance to my agency and represented the Washington State Patrol in an extremely professional and proficient manner."

"I would like to commend a trooper that initiated a stop with me. I would assume he is from the Vancouver office since he stopped me near Vancouver near SR 500 and Fourth Plain about 8 a.m. this morning. He presented himself very professionally and was to the point. He gave me some excellent advice that made me really think. I'm glad that he pulled me over. He has helped me become a safer driver. He deserves a great amount of gratitude on my part. I would assume most people in this same situation would never take the time to thank the trooper."

"I just want to say thank you for help with this matter. I know that you officers have very busy schedules. So I was so surprised to get your response. You have no idea how grateful I am to you for finding my brother."

"I was one of many teachers that attended the rally on Jan. 14 in Olympia. I wanted to compliment the officers that took part in helping with everything there. They did a wonderful job and were so friendly and polite through a tough day and with so much to deal with."

Thank you to all the officers that were involved with that process."

"I'm writing to you to say THANK YOU for your help in the recovery of my brother's money. Without your assistance in passing along names and phone #'s of the people I needed to contact, I'm not sure we would have been able to get the money back. WSP returned the money to him last month."

"Enclosed is payment from the attached ticket. I just wanted to say the trooper was kind and courteous. I'm not fond of parting with my money this way, but can't condemn you for doing your job. I have had very few encounters with state troopers, but am happy to say I have always been treated with respect and professionalism. You folks do a great job and this is one fella that appreciates it."

"On May 13, 2003, Channel 5 News reported the rescue of a woman who was being held by an alleged mental patient who allegedly admitted that he had planned to kill the woman. Profound thanks to the trooper and all others that daily protect Washington residents. Good for you!"
